

CHECK UP

**LEHIGH VALLEY
HOSPITAL**
AND HEALTH NETWORK
A MAGAZINE FOR EMPLOYEES
MAY 2007



Wanna Play?

Game On. See page 8.

Unleash Your Creativity

Your inventive ideas help us decrease length of stay and care for our community

A child comes home from school, eager to show his father his latest art project. To dad, it looks like mere scribbles. To the boy, it's much more. "It's a forest with trees and caterpillars," he beams.

A child's creativity is boundless. But creativity isn't just child's play. We embrace our own ingenuity every day to create an outstanding work environment and optimal patient care.



You can see examples of our creativity everywhere. It's especially noticeable in the work you've performed to help our Turn-Around Team. The team's 19 projects are making considerable headway in decreasing our length of stay and increasing our admissions, which creates safer patient care and allows us to care for all who request our services. Here are just a few examples:

- **Diversion aversion**—We're reducing the time our emergency department (ED) needs to go on diversion (send ambulances to other hospitals). Physicians are using streamlined admission orders to move patients more quickly, and a new paging process alerts hospital colleagues to take action when the ED fills up. As a result, in February we accommodated more than 1,000 additional patients in the ED network-wide than we did last February.

Stuart Paxton
Chief Operating Officer

- **Complex case management**—Some patients who need longer hospital stays face complex needs. They may be homeless or have no next of kin to help them plan for their care. So we've assigned a complex case manager to take into account the patient's social and medical needs and plan his appropriate posthospital care.
- **Isolation rounds**—We treat all patients with standard precautions to prevent infections, but sometimes patients require isolation care. If no private rooms are available, we use a semiprivate room but then need to close that room's other bed. We also found that sometimes we used isolation when it wasn't necessary. So our infection control colleagues created new quick-reference pocket cards to let caregivers know when isolation is appropriate. Their work helped us open 24 beds for new patients last month.
- **Letters and follow-up**—Surgeons, internal medicine physicians, family medicine physicians and clinical services colleagues are taking action. They are following steps outlined in letters, follow-up e-mails and one-on-one conversations to actively decrease length of stay and increase capacity.

You can see more of our creativity throughout this *CheckUp*, from our new observation unit for people who need further diagnostic testing, to new ED patient satisfaction ideas.

Your creativity has generated improvements for years through Working Wonders. When it started more than a decade ago, it helped jump-start communication between employees and managers, giving employees a voice and engaging all of us in finding cost-savings and quality improvement ideas. Since its inception, we've created other programs to let your voice be heard.

Creativity means re-evaluating the way we've always done things, and when we looked at Working Wonders, we realized it's no longer the most effective way to capture your ideas. So we are retiring Working Wonders, but as always, our patients and colleagues will rely on you. Learn more on page 11.

Like the wide-eyed child who envisions a lush, rich forest on a piece of paper, your creativity helps us envision the best way to care for our community. I thank you for your continued commitment to our Turn-Around Team and for your imagination.

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It's all about the children—Bill and Phyllis Grube (above) were inspired to establish an endowed chair in the pediatric subspecialties because of their granddaughter, Kelsey (at right). “Now, other families can get care for their children and grandchildren close to home,” Bill Grube says.

A Healthy Vision for All Children

Bill and Phyllis Grube donate \$2 million for an endowed chair in the pediatric subspecialties

Nearly 30 years ago, Bill Grube started an innovative new business venture that ultimately saved lives. His Night Vision Equipment Company developed, among other sophisticated technologies, combat identification devices to help soldiers differentiate friend from foe on the battlefield.

“The devices reduced friendly fire casualties during Operation Desert Storm from 15 percent to less than 1 percent,” Bill Grube says.

Now, Bill and Phyllis Grube are joining the ranks of another visionary, Leonard Parker Pool, by pledging a \$2 million gift to create The William H. Grube Jr. and Phyllis Esterly Grube Endowed Chair in the Pediatric Subspecialties. Interest generated from their investment will provide monies for research and education, both of which will help LVHHN continue to attract the best doctors to care for children.

The Grubes’ gift is inspired by their granddaughter, Kelsey. Two years ago, she had a bad headache, nausea and severe stomach pains. Her parents ultimately sought care for her outside the area, but that same high level of care she received now can be found at LVHHN.

“When your child or grandchild is sick, it’s very stressful,” Phyllis Grube says. “It is our desire that our chair bring more of the best children’s physicians right here, to ease the burden on families and provide the most complete care close to home.”

Kimberly Hassler



Want to know more about how an endowed chair works, or about our other chairs? Call 610-402-CARE.



Inspiring Young da Vincis

We're partnering with the Da Vinci Science Center to help children discover health care

Did you know Leonardo da Vinci created the first human anatomy textbook and designs for contact lenses?

Curiosity sparked his innovation, and that's just what the Da Vinci Discovery Center of Science and Technology hopes to elicit in its 100,000 visitors each year.

LVHHN colleagues help with this mission. With a Dorothy Rider Pool Health Care Trust grant, our clinicians and Da Vinci Science Center staff developed "What Hurts?," an interactive display that introduces young minds to health care by allowing them to be the doctor and solve a medical challenge. They also created "Live from LVH: Operation C-section," giving high school students a front-row seat to a Cesarean section through live video conferencing.

"Science isn't just confined to a lab with test tubes," says Robert Fox, associate director and director of education at Da Vinci Science Center. "We want children to experience it for themselves and spark their creativity and ambitions." Learn how our da Vincis are helping to inspire young da Vincis:

Young da Vinci: Marcus Gichiengo, 8, Bethlehem

Dr. Gichiengo is on the case: Why is 8-year-old Justin sick with a high fever, sore throat and muscle aches? To find the diagnosis, he'll learn about X-rays, the benefits of sleep, how lungs work, medication dosages and more. It's all part of "What Hurts?" the Mark J. Young, M.D., Medical Challenge.

**Our da Vinci: Bryan Kane, M.D.,
emergency medicine physician**

Kane (inset) believes education can help improve children's health, so he jumped at the opportunity to help design "What Hurts?" Each week, he meets with a team of Da Vinci Science Center and LVHHN staff to help create interactive displays. "I share our ideas with my colleagues to make sure they're accurate," Kane says. Justin's case is the second in the exhibit. The third, about automobile safety, opens this fall.



Young da Vinci: Charlisa Summerville, 17, Whitehall

Summerville's brother suffered from Hirschsprung's disease, caused by malfunctioning bowels. "That's when I knew I wanted to work in health care," says the Whitehall Coplay High School senior. As a member of our Emerging Health Professionals program, she's exploring careers in pediatrics and nursing. This opportunity led to another: witnessing a baby's birth through C-section.

Our da Vinci: Maggie Hadinger, youth education coordinator, division of education

Hadinger (inset) helped create "Live from LVH: Operation C-section." So far, the program has opened operating room (OR) doors to three groups of high school students. Using live video conference broadcast between the center and hospital, students see everything from OR preparation to the announcement of the baby's sex. Throughout the broadcast, clinicians introduce themselves, share their career paths and answer questions.



Young da Vinci: Adriana Burton, 9, Lebanon, N.J.

Burton knows it's important to wash her hands. The "What Hurts?" exhibit teaches her about germs and how they can lead to infections. She also discovers there are nurses, like Terry Burger, R.N., who are responsible for controlling the spread of germs and ensuring they don't make others sick.

Our da Vinci: Ann Andres, R.N., retired labor and delivery nurse

After 26 years as an LVHHN labor and delivery nurse, Andres (inset) retired in 2000. That's when she discovered Da Vinci Science Center. As a volunteer, she's passing on her knowledge of health care to future generations. "If I see they're having trouble, I can explain things to them," she says.



Sally Gilotti

Want to volunteer at Da Vinci Science Center? Call the center at 484-664-1002, ext. 119, for more information.

A Better Patient Experience

Inside the ED

The Patient Satisfaction Improvement Council is making patient care even better

It's not easy to make patients feel comfortable in an emergency department (ED). They're anxious and scared in a sometimes hectic, crowded and noisy environment. Even Press Ganey, an organization that measures patient satisfaction, says it's a difficult task. But thanks to our restructured Patient Satisfaction Improvement Council (PSIC), our already high patient satisfaction scores are rising. Founded in 2001, the PSIC recently divided into six subgroups. Each focuses on different ways to improve our patients' hospital experiences. "Sixty percent of our admissions come from the ED," says nursing administrator Anne Panik, R.N. "That's why one group is focusing on making ED visits better for patients and families."

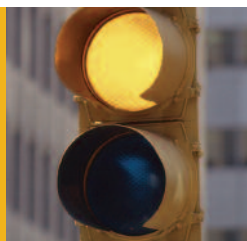
Here's what the ED is doing to raise its patient satisfaction scores.



Giving a call—Every day, nurses are calling at least 10 discharged patients who have received care within the last 24 hours to ask how they're feeling.



Quicker lab results—Patients hate to wait, especially in the ED. The faster we diagnose their condition, the sooner we can provide treatment. Like we do at our other campuses, we're now providing quicker diagnoses at LVH-17th and Chew by performing critical lab tests on-site.



Move on yellow—Because more people than ever want our care, we're looking for ways to free up space. The ED is colorfully doing its part. On our electronic bed board, yellow indicates a bed is being cleaned. Green means it's clean. "We used to wait for green to transport patients to their units," Panik says. "Now, we transport patients on yellow, while the bed's being cleaned." We explain to patients they might have to wait for a short time on their unit, but they'll feel more comfortable there."



Help with parking—Even before renovation began at LVH-Cedar Crest, we decided to station a security colleague outside the ED entrance around the clock. "He's helping patients into the ED and directing motorists to available parking," Panik says. "He's also giving directions to patients and visitors."

What's next? The PSIC is designing ways to improve food service. Like admitted patients, ED patients soon may be able to choose from a menu and have their meals served on plastic trays, instead of paper. Cafeteria food vouchers or boxed lunches may be available to waiting families who, for example, may have forgotten money in their rush to get to the hospital. "Little things go a long way in improving patient satisfaction," Panik says.

Want to know how to interpret your unit's patient satisfaction scores? To find out how the PSIC's Measurement Team can help, call Barb Versage at 610-402-1737 or Barbara Lachimia at 484-884-7090.

Rick Martuscelli

Outside the ED

Our new observation unit efficiently and safely gets patients tested, treated and home

A man comes to the emergency department (ED) with chest pain. Although his blood tests and electrocardiogram are normal, he still has pain. He'll need more tests. Should he stay in the crowded ED or be admitted to a unit that's almost full?

Thanks to our new 16-bed observation unit on LVH-Cedar Crest's 4A, these questions no longer have to be asked. "It's for patients who need care for less than 23 hours," says case management administrator Sue Lawrence. (A similar unit recently opened on LVH-Muhlenberg's 7T.) Staffed by caregivers focused on efficiently getting patients tested and treated using strict protocols, the observation unit provides immediate benefit to its patients and assures we have more beds for patients with more serious conditions.

For current patients, it means less time in the hectic ED. "The new unit provides a calmer environment where patients can relax and be with loved ones," says unit director Paulette Kennedy, R.N. "Patients are satisfied because their care is thorough and efficient. They go home quicker with the peace of mind knowing they're well."

For future patients, the observation unit ensures we have adequate space. That's why our Turn-Around Team, a group designing ways to decrease length of stay and increase efficiency, is excited. "Because the observation unit frees up beds elsewhere, we're making better use of our resources by having more beds available for patients who need extended or specialized care," Lawrence says.

Before the new unit, patients with chest pain and normal test results were admitted to any unit with an available bed. There, additional tests were often put off until the next day. "The new unit requires testing every six hours," Kennedy says. "If results are negative, the patient will be released. If tests show a problem, the patient will be admitted."

As the unit's medical director, emergency medicine physician Tony Werhun, M.D., is one of the caregivers interpreting test results. He's working with two newly hired nurse practitioners and physician assistants. One of these providers is on the unit daily from 7 a.m. to 1 a.m.

In addition to chest pain, observation unit colleagues care for patients with asthma, allergic reactions, cellulitis, and nausea, vomiting and dehydration. Additional protocols are under development. "It's a win-win situation," Kennedy says. "Patients receive quality care in a timely fashion, and we have more beds to continue our mission of caring for all the people of our community."

Rick Martuscelli



Comforts of home—Thanks to reclining chairs in all observation unit rooms, Lakisha and Yaneudy Collazo (right) can comfortably stay with their mother and grandmother Margarita Torres overnight while Andrea Ossianer, R.N., provides care. If emergency care caused them to miss a meal, boxed lunches are available.

It's Playtime

Get to know your colleagues while having fun

What's a benefit of working with more than 9,000 people? Chances are you'll find someone who shares the same interests as you. More and more LVHHN colleagues are getting to know each other by traveling together, playing sports and discussing books.

"Relationships are the key to any great organization," says Marty Everhart, vice president of human resources. "Playing together allows colleagues to get to know each other in a fun, nonthreatening way."

If you think you don't have time to let loose, you might be surprised to learn playing can make you healthier. "It relieves stress, stimulates creativity and keeps you young," says behavioral health therapist Maryann Godbout, R.N.

Ready to have fun? Here are some ways to meet colleagues and make new friends.



Read a Good Book Lately?

Beth Stark's husband enjoys playing basketball with his friends, so Stark (left) thought it would be fun to do a group activity, too. "I was never good at finishing books," she says. "So I thought if I started a book club, it would motivate me to finish them."

Last October, she posted a notice on the bulletin boards and received responses from a dozen colleagues. "We're calling ourselves The Book Runners in honor of the first book we read, *The Kite Runner*," she says. "It's great getting to know each other and actually finish some books."

What You Need to Know

- The Book Runners meet the second Thursday of the month at 7 p.m. at Borders, Whitehall.

Bump ... Set ... Make New Friends

Administrative partner Denise Lenner (right) enjoys working with her 5A colleagues, yet she wanted to get to know colleagues from different departments like Janie Conner (left) of cancer support services. So several years ago, she joined the volleyball league to get exercise and meet new people.

"It's nice to see more familiar faces when I come to work," says Lenner, who now coordinates the league. "I've met colleagues from all over, including the pharmacy, public affairs, I/S and physical therapy."



What You Need to Know

- Look for signups on LVH_List and LVHHN bulletin boards; you can sign up solo or with a team.
- Cost is \$100 per team for equipment, T-shirts for championship team and court maintenance.
- Teams play Wednesdays and sometimes Mondays.





Golfing *Fore* the Fun of It

It was a warm summer evening and golf league was in full swing. Bruce Curry (left), assistant administrator of psychiatry, hit his golf ball and watched it plop into a dried-out pond. As he walked out to it, he stepped on a soft area and promptly sunk to his waist. "It was like quicksand," says Curry, who was fished out of the pond by Vaughn Gower, chief financial officer, and Mark Holtz, senior vice president of operations.

"They used their clubs and pulled me ashore," says Curry, a.k.a. "Mud Man," who, covered in dirt, finished his game with his newfound heroes. "We presented him with hip waders at our banquet," says Brian Mory (right), one of the golf league's organizers. "We share lots of laughs."

What You Need to Know

- League play is Thursdays at Wedgewood Golf Course, Coopersburg, with tee times starting at 4 p.m. Although practice rounds have started, there's still time to join the fun.
- Dues are \$40. Weekly play ranges from \$17-\$19.



We are the champions!

Volleyball league coordinator, Denise Lenner (front row, third from left) celebrates with members of last year's championship

team including (clockwise from far left) Shawn Hawkins, cancer financial services; Brian Lenich and Lisa Wing, Health Spectrum Pharmacy; Janie Connor, cancer support services; and Tami Higgins, clinical trials office.

Want to join these activities, or a dodgeball tournament and kickball league? Want to start your own club? Call 610-402-CARE.

Viva Las Recreation Committee

Contract specialist Nancy Homlish (right) of home health services enjoys taking spooky trips around Halloween. So as president of the Recreation Committee, she planned a bus trip to Salem, Mass., a couple years ago. That's when she met case manager Joan Schultes.

"We had a great time," says Homlish. Weeks later, she needed information for a project. "Because I met Joan and understood what she did here, I knew to call her and get the answer," she says.

The Recreation Committee plans an array of activities annually—from New York day trips to longer stays in Las Vegas and the Caribbean—to entice as many colleagues as possible. "We have 28 trips planned for 2007 with more to come," Homlish says.

What You Need to Know

- Happenings are posted on the LVH_Recreation_Comm and LVH_List bulletin boards.
- If you like helping or organizing events, consider joining the committee at its next meeting, noon–1 p.m., Tuesday, April 24, at LVH–Cedar Crest, classroom 3.

Kimberly Hassler



A Surgeon and a Soldier

Steven Thomas, M.D., saved lives during his recent Iraqi tour of duty



Proud to serve—Army reservist and surgical resident Steven Thomas, M.D., spent his days in Iraq saving lives and thinking of his family. Thomas' daughter now is preparing to serve her country.

The doors of the hospital open. A woman with tears running down her cheeks frantically enters. In her hands is her barely alive 5-year-old son. He suffered burns over 30 percent of his body, and his mother had walked to every hospital she could find for three days looking for someone to care for him. "We can help you," said Steven Thomas, M.D.

For Thomas, an Army Reservist and surgical resident, this was just one of the many situations faced while serving for six months in Iraq. "We come from a country where we don't have to worry about not finding help in a hospital," Thomas says. "There is no longer an Iraqi medical center in the cities, so people have to walk all over to find care. It was hard knowing it may be days until they find us."

Even though Thomas worked in a small field hospital, similar to that of the television show "M.A.S.H.," his focus was delivering the best care to anyone who needed it. "Most of the patients suffered from gunshot wounds and injuries caused by explosions," Thomas says. "It's one of the most difficult places to be. The trauma is significant—most clinicians have never seen trauma like this."

Since Thomas' return in November, he's spent the past five months getting back to normalcy. "It's about a two-to-three-month adjustment period, but it always stays with you," he says. "I was doing pretty well since my return, but when I did a grand rounds presentation on my Iraqi experience, it brought back some memories."

Thomas takes comfort in knowing he's not alone. He finds support from his colleague and fellow U.S. Army Reservist, Col. Michael Badellino, M.D., who also served in Iraq. "Just being able to talk to someone who's experienced the same things I have is a big help," says Thomas.

Today Thomas and his wife, Valerie, development's director of planned giving, are preparing for more than Steven's residency graduation. This month, his daughter will graduate from West Point U.S. Military Academy. "There's a fairly good chance she's going to Iraq," Thomas says. "We're proud of her. It'll be difficult when the time comes—we'll be thinking of her every day—but we know she'll bravely serve our country."

Joe Candio Jr.

A Pleasant Surprise

As Deb Pietrulewicz, office coordinator for OB/GYN Associates, entered 2166 S.

Lehigh Street for software training, she saw a familiar face on the wall—her son, Marine Cpl. Richard Douglas, 22 (right), who is currently serving in Iraq. "I did a double-take," she says. "It was the same picture that's on my mantle at home, and I didn't know why it was there."

After her training, she met LVPG colleague Irene Rock, who explained she is married to Douglas' supervisor at his full-time job. Rock had "adopted" Douglas over the holidays, sending the Marine care packages. "Now we both send care packages to him and his fellow soldiers," Pietrulewicz says. "It really makes me proud to work for LVPG, knowing that there are such great, caring people that support our troops."



Matthew Burns

SERVICE STAR of the MONTH

Human resources technician Jean Hoffman listened as a potential job candidate expressed concern about her appearance because of her decaying teeth. Hoffman was moved when the woman said that as a child her family hadn't had enough money to afford dental care, and how after she had children, her body lacked the calcium to keep her teeth healthy.

Hoffman wanted to help, so she called Pat Atno, dental clinic manager, and Maxine Rhode, financial counselor, to explain the situation and her concern. "They worked out a plan to help her," Hoffman says. "When I called her back to share the good news, she was thrilled to the point of tears."

"Jean truly makes a difference and is one of the reasons we are a FORTUNE 100 Best Company to Work For," says Hoffman's nominator and human resources manager Julene Campion.

"Thanks to her help, this woman is on her way to getting the winning smile she deserves."

Matthew Burns



SERVICE STAR

Jean Hoffman, human resources technician

Congratulations to Award Nominees

Kristen Gaumer, R.N.,
Neuroscience Intensive Care Unit

*Nominated by Jamie Miller,
Intensive Care Unit West*

**Luis Puentas, R.N., LVH—Cedar Crest
Emergency Department (ED)**

*Nominated by Hope Johnson, R.N.,
perioperative services*

**Joseph Provenzano, R.N.,
LVH—Muhlenberg ED**

*Nominated by Vicky DelGrasso,
LVH—Muhlenberg ED*

**Linda Hoskins, coordinator,
volunteers office**

Nominated by Pat Atno, dental clinic

Bonnie Drabick, patient transport

*Nominated by Chris Holmes,
supply distribution services*

**7A Colleagues, Christopher Newman,
M.D., Lehigh Area Medical
Associates, and Maria Perez and
Charlie Martinez, patient transport**

*Nominated by Holly Tavianini, 7A
neurosciences unit*

**Alison Niebell, R.N., and Laura
Barany, R.N., LVH—Muhlenberg 6T,
and Foretta Byles, technical partner,
bed management**

*Nominated by Beth Kessler, R.N., 6T, Ellen
Reid-Allen, R.N., 6T, and Debbie Kasaris,
Oasis Family Restaurant*

**Nina Rodriguez Nagy, secretary,
College Heights OB/GYN**

*Nominated by Rebecca Caraballo, Lehigh
Valley Center for Urogynecology*

**Ben Bleiler, imaging specialist,
engineering**

*Nominated by Lori Beers,
LVH—Muhlenberg Breast Health Services*

To nominate a star, go to e-mail's bulletin board at **Forms_rewards** and right click to "use form." Or on the intranet at www.lvh.com, go to the "What's New" box and click on **Nominate a Service Star**.



THANK YOU

As we retire Working Wonders, we celebrate your ideas

We saved more than \$12 million over 10 years,

thanks to your hard work. With ideas from using less expensive metal rings for IV drip bags to the reconstruction of contracts to save thousands annually, you helped find cost-savings and quality improvement ideas through Working Wonders.

"When it first started, Working Wonders helped create better communication between managers and colleagues," says Mary Kay Grim, senior vice president, human resources. "In the past 10 years, we've created other ways for you to let your voice be heard, and we've found that Working Wonders is no longer the most effective way to communicate, save costs and improve quality."

Working Wonders will retire June 30, but your voice still can be heard.

There are several ways you can continue to share your ideas:

- Talking with your manager
- Unit committees
- Advisory groups
- Patient safety suggestion process
- Patient satisfaction improvement council
- Employee forums
- Employee surveys

Ways you can be rewarded:

- Peer recognition
- Patient recognition
- Supervisor recognition
- Reward-and-recognition committees
- Shared Success Plan
- Service Star nomination
- Star Celebration award nomination
- Employee forum giveaways
- Referral bonuses
- Merit raises

How It Adds Up
A Decade of Working Wonders

Ideas Submitted—5,045
Ideas Approved—1,142
Total Savings—\$12 million

Joe Candio Jr.

What's Happening

Discover Your Discounts

From gym memberships, cell phone service and oil changes to fine dining, home mortgages and new car deals, you're entitled to more than 60 discounts from businesses in the Lehigh Valley because you're an LVHHN colleague. Among the discounts:

- **Damon's Grill**—Present a "Damon's Platinum Business Partner Card" and receive 10 percent off your entire bill. To get your card, e-mail Donna.Stout@lvh.com.
- **Brown-Daub Family of Dealerships**—Show your valid LVHHN ID, buy your vehicle and receive their employee pricing discount plus all factory rebates.

To find out more about these and other discounts:

- Go to TAO e-mail
- Click on Bulletin Boards
- Click on Employee_Discounts

Nurses Week Discount

Thu., May 3–Sat., May 12

*In celebration of Nurses Week, Youthful You Institute has a special offer for you—schedule an appointment from May 3-12 and receive **15 percent off any service**. Schedule your service at LVH–Muhlenberg and receive a complimentary hand paraffin treatment. Present your LVHHN ID at time of appointment; no other discounts apply.*

Phones to Help Soldiers

As Tim Docherty watched the news one night, he learned about two children from Massachusetts who started a campaign to recycle old cell phones for cash, then bought prepaid calling cards for soldiers to use overseas. Inspired, Docherty, an industrial hygienist in safety, began collecting cell phones here. "Since last May, we've received more than 700 cell phones," Docherty says. Mailroom colleagues help gather and mail the cell phones for recycling.

To date, more than \$1 million in calling cards has been collected nationally and sent to soldiers serving abroad. **To donate your old cell phone, call 610-402-CARE.**



15th Annual Golf & Tennis Classic

Mon. May 21
Saucon Valley Country Club,
Bethlehem

For more, contact Sandi Marsh, director, special events, at 610-402-9119 or Sandi.Marsh@lvh.com, or Amy Burrows, associate director, special events, at 610-402-9123 or Amy.Burrows@lvh.com.

at LVHHN

Breast Cancer Survivor Celebration and Workshop

Fri., May 18 and Sat., May 19

Fri., May 18 Celebration Dinner; 6 p.m.

Sat., May 19; 8 a.m.–4 p.m.

FREE

LVH–Muhlenberg, education conference center

Learn about screening, prevention and more.

Celebration dinner features humorist and cancer survivor Tammy Miller.

The Balancing Act: Having a Rewarding Personal and Professional Life

Wed., May 16; 9–11 a.m.

FREE

2166 S. 12th St., 1st floor conference room

This Preferred EAP course teaches strategies to put balance in your life.

CPR Recertification

Wed., May 23 and Thu., May 24

Wed., May 23; 10 a.m.–10 p.m.

Thu., May 24; 8–11 a.m.

FREE

LVH–Cedar Crest, classrooms 1, 2 and 3

Class is free only for employees whose job requires it.

Diabetes—Take Control

Thu., May 10; 7–8:30 p.m.

FREE

Pleasant Valley Family Practice,

12 Kevin Lane, Brodheadsville

What you need to know to reduce your risk; includes question-and-answer session and screenings.

El Corazón de la Mujer Latina (The Heart of the Latino Woman)

Wed., May 2; 6–8 p.m.

FREE

Crowne Plaza, Ninth and Hamilton Sts., Allentown

Presentado en español. Para registrarse, favor de llamar al 610-402-CARE.

Healthy Hands and Nails

Tue., May 15; 6:30–7:30 p.m.

FREE

LVH–Muhlenberg, 1st floor conference room

Preview our moisturizing and strengthening education program.

Hidden Heart Disease

Wed., May 16; 7–8 p.m.

FREE

Bethlehem Twp. Community Center

Women are at greater risk for a type of artery disease that common tests don't reveal. Get the facts.

Joint Replacement Program

Wed., May 9; 8:30 a.m.

FREE

LVH–Muhlenberg, 4T conference room

If you're scheduled for total knee or hip replacement surgery, this class will help you prepare.

Stopping Anxiety and Depression

Mon., May 7; 2–4 p.m.

FREE

LVH–17th and Chew, Center for Healthy Aging

Learn relaxation and breathing skills that can help you stop negative thoughts and distractions.

Taking Control of Your Stress

Tue., May 8; 9–11 a.m.

FREE

2166 S. 12th St., 1st floor conference room

Learn strategies and techniques in this Preferred EAP course.

Yogalatte

Thu., May 10; 4:45–5:30 p.m.

8 classes \$48 reimbursable through

Culture of Wellness

LVH–17th and Chew, School of Nursing, auditorium

Build flexibility and strength, ease stress, rejuvenate energy and rebalance your life.

Resumé Writing

Tue., May 8; 4:30–6:30 p.m.

LVH–Cedar Crest, Anderson Wing, library computer room

Learn to craft a resume that will get you noticed when applying for a job within LVHHN.

Take Charge of Your Career!

Fri., May 4; 8–10 a.m.

FREE

LVH–17th and Chew, School of Nursing, auditorium

Learn how to be a successful candidate in the internal job transfer process.

Preregistration is required.

Crime Tip Hotline 610-402-1087

Have you witnessed a crime on LVHHN property? Call security's anonymous crime tip hotline and leave a message providing as many details as possible. All information will remain confidential and will only be reported to law enforcement when appropriate.

Want to Earn \$500?

Refer a physician to fill one of the following positions, and if the physician is hired, you'll receive \$500... it's that simple! Recruiting the best physicians allows us to continue providing the highest-quality care.

- Orthopedic subspecialists (trauma, foot and ankle, total joint)
- Pediatric subspecialists (pulmonary, neurology)
- Pediatric surgeons
- Medical oncologist/hematologist
- Hospitalists
- Dermatologist

To refer a physician candidate to the Physician and Executive Recruiting Department:

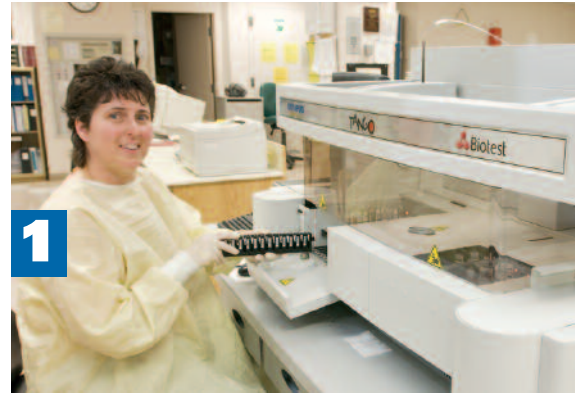
- Go to TAO E-mail
- Click on Bulletin Boards
- Click on Forms _/LVH
- Right click on Physician Referral Form
- Select "Use" form

Boost Your LVHHN Career

FOR MORE DETAILS ON ALL PROGRAMS OR TO REGISTER, CALL 610-402-CARE.

1 First in the Nation

Health Network Laboratories (HNL) technologist Nancy Gollie is among the first hospital-based colleagues nationwide using a new, fully automated blood-testing system. Called the TANGO, it allows the HNL blood bank at LVH—Cedar Crest to perform more tests, such as blood types and antibody screens, more quickly. All specimens are labeled with bar codes that match a patient's medical record. The new technology is one reason why technologists like Gollie and her colleague, Giuliano Liberatore, shine—they are nominees for the Kathy Mundt Friends of Nursing award for excellence as a laboratorian.



2 Going to Bat for Children's Health

On opening week of baseball season, U.S. Sen. Bob Casey (center) came to LVH—17th and Chew on a mission—to go to bat for children's health care. He first toured our pediatric clinic, then met with Kathy McGovern of Emmaus and her children (left), who have received care here. Later, Casey, here with pediatrician Amy Vyas, M.D., and LVHVN president and CEO Elliot J. Sussman, M.D. (right), spoke of the importance of supporting the reauthorization and expansion of the State Children's Health Insurance Program, which offers assistance to uninsured children and families.



3 A Family Donation

David (back left, with wife Carol Jean) and Jeffrey Lehr (right) remember the sculpture of an ill woman receiving care always on display in the parlor of their family's Allentown home. Now, the family has donated "A Matter of Opinion" to LVHVN, where Jeffrey's wife, Brenda Lehr (center), is maternal-fetal medicine practice manager. The sculpture, one of many created by artist John Rogers in the mid-to-late 1800s portraying everyday people, is on display at LVH—17th and Chew outside the cafeteria.



4 Food for Our Troops

Second Lt. Travis Nauman of the Allentown-based 213th Area Support Group, Army National Guard, got a great sendoff thanks to Sodexo Food Services and LVHVN support services colleagues. They prepared more than 600 lunches at the LVH—Cedar Crest cafeteria, then delivered them to the recent Support the Troops rally at Allentown's Mack South Fire Station. Area volunteers and the Lehigh Valley Military Affairs council organized the event to show support for Nauman and his fellow guardsmen, who were deployed to Iraq last month.

5 Around We Go

When patients like Sandra Simonetta of Easton are admitted to 6T at LVH—Muhlenberg, nurses like Rachel Dries, R.N., and technical partners take turns rounding patient rooms hourly. This initiative, which creates more proactive care and reduces the amount of call buttons pressed, was one of 14 new ideas featured at this year's Patient Safety Week. The festivities included a network-wide poster presentation, and 6T's poster won in the category of Impact on Safety. The grand prize winner was 6B for their poster, "A Rounding We Will Go." For a complete list of winners, call 610-402-CARE.

6 Dropping Pounds

Weight-loss competitions are catching on. Spectrum Administrators colleagues competed for 12 weeks to lose the highest percentage of body weight. Krista Wescoe (right) was the prize winner, shedding 20 pounds by exercising six days a week and cutting back on meal portions. Denise Mitchell (18 pounds, left) finished second, with Gina Kingston (10 pounds, center) third. The 12 participants are feeling so much better, they started a new competition to maintain their weight loss momentum.



Our colleagues also are volunteering to help others.
Want to learn more? Call 610-402-CARE.



4



5



6

Refer and Reap the Rewards

Friends since childhood, Corrie Miller, R.N., and Matt Meade, R.N., stayed close while attending different colleges and working at different hospitals. Miller, who works in our cardiac catheterization lab, told Meade how great it is to work here. "She knew I wanted to work with children and told me about a position in the pediatric intensive care unit," Meade says. Miller, who has submitted names to our Employee Referral Program before, also referred Meade. He got the job, and Miller got a \$2,000 referral bonus. "I'm buying a new house, so it will come in handy," she says.

Do you know someone who has what it takes to work here? If so, learn more about our employee referral program on the human resources intranet site at www.lvh.com or call 610-402-LVHR (5847).

Moving In

In April, imaging services moved into The Center for Advanced Health Care (CAHC), our new medical office building. This first tenant will share first-floor space with orthopedic specialists. The second floor will be occupied by cardiac specialists, while the fourth floor will be a neuroscience center. "Although all of the third-floor tenants have yet to be determined, a portion is reserved for infectious disease specialists," says facilities project manager Angelo Procaccino.

While construction continues behind the walls of the CAHC and the seven-story tower, here's where you'll see visible progress outside:

- A basin between the maintenance building and the Early Care and Education Center will be filled in to create a new parking lot for colleagues.
- The foundation for the third parking deck is being poured in preparation for the delivery and installation of precast concrete panels. Look for the deck to open in December.
- Due to construction of the new parking deck and detention pond in front of the seven-story tower, a portion of the ring road will be closed and reconfigured in this area. Check the weekly construction update e-mails for dates.



A first look inside—Here's what visitors to The Center for Advanced Health Care will see when they step inside the lobby of our new medical office building.

Happy Anniversary! MAY 2007



Celebrating 35 years!

Judith Dorsam, R.N.

Endoscopy—G.I. Lab

Most Memorable Moment Here

How "neat" I thought the orange paint and wallpaper were in the hospital when it opened in 1974.

My Inspiration at LVHNN

My colleagues

Best Virtues

Self-motivation and empathy

Other Areas Where I've Worked

ICU East/ICU West when the hospital opened

Favorite Pastime

Reading, watching "24"

Favorite Cafeteria Food

Pizza

35 YEARS

Judith Dorsam
Endoscopy—G.I. Lab
Patricia Karo
Nursing Education
Susan Steward
Nursing Education

30 YEARS

Jane Babich
Transitional Open Heart Unit
Julia Clelland
Bed Management
Elizabeth Holmes
Sterile Processing
Susan O'Neill
Research Laboratory
Deborah Schantzenbach
ASU-PACU/OR
Lee Wehr
Engineering

25 YEARS

Deborah Boorse
Wound Healing Center
Joan Collette
Operating Room
Christine Crouthamel
Messenger Services
Sandra Paulson
Emergency Services—CC
Bernadette Pawlowski
Case Management
Evelyn Petrash
Physical Medicine
Richard Richard
Burn Center
Karen Sladovnik
Express Admissions
Linda Smith
ASU-PACU/OR
Debra Sterner
Emergency Department

Carolyn Stiegler
ASU-PACU/OR
Mary Swierczynski
Cardiac Rehabilitation

20 YEARS

Maryann Freer
Office of COO
Susan Kulp
Pharmacy
Linda Marks
Endoscopy—G.I. Lab
Lisa Riley
LVPB
Ludin Santa
Home Care—Home Health Aide
Lynne Smith
4A Medical Surgical Unit
Sherol Toggs
Nursing Float Pool
Cynthia Williams
Nursing Float Pool

15 YEARS

Mari Bartczak
Endoscopy—G.I. Lab
Kelly Beauchamps
Risk Management
Sara Ciaravino
CWM Outreach
Mary Curcio
Human Resources
Administration
James Kocis
7C Medical/Surgical Unit
Tracie Merkle
Nurse Staffing Office
Wanda Osorio
Heart Station
Sharon Smith
Operating Room

10 YEARS

Joelene Adamcik
Acute Coronary Care Unit
Cherie Allen
5B Medical/Surgical Unit
Beverly Baker
Surgical Oncology
Mali Bartges
ICU
Deborah Bauer
PACU
Melissa Blihar
Internal Audit
Kittie Boyett
Respiratory Therapy
Tonya Capwell
Nursing Float Pool
James Dinbokowitz
Spectrum Pharmacy CC-Infusion
Basil Dolphin
Healthworks Bethlehem
Constance Frey
Transitional Trauma Unit
Denise Hanzarik
5C Medical/Surgical Unit
Christina Henderschedt
Respiratory Therapy
Resa Herr
HC I/S & Medical Records
Janet Keglovitz
Dental Clinic
Nancy Kline
Clinical Process Development
Gertrud Kuhnash
Messenger Services
Erin Light
7C Medical/Surgical Unit
Ulla Martz
Cancer Center
John Michalik
Nursing Float Pool
Paul Miller
Respiratory Therapy
Ana Nieves
Acute Coronary Care Unit

Therese Norcott-Gibbons
Mental Health/Retardation
Leyna Ortiz
Circulatory Center
Candice Pasco
Ambulatory Surgical Unit
Angelo Procaccino
Facilities
Lisa Rosati
Burn Center
Michele Ruppert
Muhlenberg Primary Care
Patricia Sabol
Medical Records Coding Reg
Melinda Scheirer
Home Care—Skilled Nursing
David Schwendeman
7A—Neuroscience Unit
Beth Sinkovits
Youthful You Institute
Jonna Smolick
Pharmacy
Stephanie Thomas
LVPB—Hematology/Oncology
Estela Turk
Transitional Open Heart Unit
Matthew Yorski
Transitional Open Heart Unit
Kathy Yost
Admitting Office

5 YEARS

Eric Aleman
ASU—PACU/OR
Theodore Ambrose
ICU
Philip Banks
MedEvac
Susan Biege
Operating Room
Brian Billig
MedEvac
Sigrid Blome-Eberwein
Burn Center
Rosa Bruno
Ambulatory Practices
Diane Butkus
LVAS OB
Joe Candio Jr.
Marketing/Public Affairs
Carolyn Davidson
Open Heart Unit
Michele Dominic
4T Medical/Surgical
Judith Gagnon
MedEvac
Vicki Hartman
Specialty Float Pool/ED
Emily Hartman
Pediatric Unit
Jennifer Heiland
School Health
Christopher Hendricks
TNICU
Stephanie Hoffman
4T Med/Surg
Sandra Krainski
Pharmacy
Tracy Kunkel
Float Pool
Linda Loeffler
Pediatric Intensive Care Unit
Tammy Lorah-Haydt
Financial Services
Heleanna Machlis
Behavioral Health
Susan Morgan
Nuclear Medicine
Anthony Nerino
3A ICU
Rosaline Owusu
Transitional Trauma Unit
Kathy Perlow
Community Health
James Snyder
MedEvac
Joeleen Souders
LVPB Billing
Heather Weist
Endoscopy - G.I. Lab



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For the record

In January, Joanne Martin celebrated her 45th year of service at LVHNN, an achievement we commemorate in this month's CheckUp.



Celebrating 45 years!

Joanne Martin, L.P.N.

Lehigh Valley Physicians Practice

Most Memorable Moment Here

My years working on east private floor, LVH—17th and Chew.

My Inspiration at LVHNN

My patients

Best Virtue

Perseverance

Other Areas Where I've Worked

LVH—17th and Chew medical/surgical (east private floor) and emergency department

Favorite Pastime

Spending time with family, volunteering for short-term mission work, reading and doing puzzles

Favorite Cafeteria Food

Breakfast

Non-Profit Org.
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